



INFOGAIN RETAIL CASE STUDIES

The Client

Specialty Global Retailer Increases productivity with Oracle Retail Multinational POS Install

Business Challenge

The client wanted a seamless customer experience across all channels

Solution & Benefits

Infogain implemented ORPOS integrated to both ORMS and Legacy across multiple brands in Canada and the US. The team provided automated patch deployment to the stores. Benefits included:

- ▶ Increased customer satisfaction
- ▶ Increased productivity
- ▶ Reduced costs

The Client

Specialty Retailer gains operational efficiencies with Mobile POS

Business Challenge

The client wanted a more efficient way to capture sales without installing another cash register aisle.

Solution & Benefits

Infogain provided an in-store mobile solution for 300 stores and 2 mobile devices per store. Benefits included:

- ▶ Improved customer experience at stores
- ▶ Improved store associate productivity and increased operational efficiency
- ▶ Reduced cost for adding new registers to the stores

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The Client

Oracle Retail POS Install in for 400+ pharmacies in the US

Business Challenge

The client wanted to increase operational efficiencies and customer service by replacing their pharmacy legacy system with ORPOS.

Solution & Benefits

The team Implemented ORPOS, with product customization and new enhancements, including third party integrations. Benefits included:

- ▶ Centralized maintenance of items
- ▶ Faster rollout with automated installers
- ▶ Improved customer service and operational efficiencies

The Client

Customization of Oracle Store Solution (ORPOS, ORBO, ORCO) for 15 Stores

Business Challenge

The International client wanted to increase operational efficiencies with customizations to their Oracle Store Solution for loyalty tracking and specific credit card support.

Solution & Benefits

The team Implemented and customized ORPOS, with a seamless integration with Siebel CRM for loyalty points, data migration between legacy system and Oracle solution, gift voucher tracking system and support of various credit cards. Benefits included:

- ▶ Better customer experience with a standardized industry leading solution
- ▶ Improved productivity by having a centralized view of transactional data across all stores
- ▶ Reduced costs by using existing hardware/stack for Oracle Store Solution implementation